



City of Nashua

Central Purchasing
229 Main Street
Nashua, NH 03060

February 24, 2015

**SUBJECT: ADDENDUM #1
RFP0619-031015
Enterprise Asset Management/Work Order System**

Information included in this document becomes a part of the original Request for Proposals.

Please sign below to indicate receipt of this additional information and include this page with your submittal.

Addendum #1 is being issued to:

Provide answers to questions that were submitted prior to the established deadline of February 20, 2015 (Pages 2-7 of this addendum)

Change the Proposal Submittal Date: from Tuesday, March 10, 2015 at 3:00PM to Friday, March 20, 2015 at 3:00PM (Question #1 on Page 2 of this addendum)

By submitting receipt of this Addendum #1 with your proposal, you are acknowledging receipt of this document.

All other aspects of the original document remain the same.

Respectfully,

Mary Sanchez, CPPB

Mary Sanchez, CPPB
Purchasing Agent II
City of Nashua

Addendum #1 received and incorporated into submittal for RFP0619-031015.

(Authorized Signature)

(Date)



City of Nashua
Response to Asset Management DPW RFP Vendor Questions
Addendum #1

City's responses are in *red and italics*

1. Will Nashua offer an extension to the RFP submittal time? *Yes, we will be extending submission deadline to March 20th 2015 @3:00 PM*
2. Is a vendor eliminated if a required item is not supported? *It depends on the requirement.*
3. What is the Comment section intended for in the Requirements spreadsheet? Are Comments required? *No, comments are not required. It is a place to add comments to a requirement to provide more clarification if needed. Example: If a requirement is partially met please describe.*
4. Page 19, Operational Requirements Technical Infrastructure section—What is Nashua's current Esri environment? The Requirements mention that the application must operate with Esri 10.0. Are there plans to upgrade to 10.2 or 10.3? *The City of Nashua is on 10.3.*
5. Page 21, System Integration section—For all integrations, what are the City's expectations? Would these be one way pushes, bi-directional pushes, etc.? Can more details be provided by the City regarding each integration in terms of what specifically the City would like with these integrations (CCTV, Patriot Assessing System, Lawson, RTA, Pennichuck, etc.)?
 - *Patriot Assessing - From Patriot to Asset Management (Property Information). This could also come from GIS depending on the detail required.*
 - *Lawson – From asset management to Lawson Financials through excel add-ins*
6. Page 192, Queries and Reporting section—There is mention of FEMA templates. What specific FEMA templates are they referring to and are those to be incorporated into the system or is the preference to be able to track data and pull it out?

This is an example Asset List Template that can be utilized by FEMA Grantees to assist in the development, review, and update of their current grant processes. This example was provided to the FEMA Grants Management Technical Assistance Program to be shared with other FEMA Grantees and Sub-Grantees.

Entity: _____

Item Description	Serial Number	Acquisition Date	Vendor	Unit Cost	total Cost	Grant #/Year	CFDA#

7. Page 24, Implementation Requirements section—In items 260 and 261, there is a desire to migrate ‘at least 4 years of historic data’. Will Nashua provide a sample of the existing data to determine how much work is involved? It is hard to state a definitive yes without first looking at the data – what it is, how is it formatted, etc.

Intelligov – Excel - Work Order Data

Intelligov – Excel - Property Information

Intelligov – Excel - Work Flow Ticket Detail

Excel – Master Pave data

Excel – Plant Inventory List with new projects listed

PDF – Wastewater Pump Stations Information

ESRI GIS - Sewer system – Sewer manholes, Sewer Pipes

ESRI GIS – Stormwater – Drain Structures, Drain Pipes

ESRI GIS – Streets - Addresses, Buildings, Parcels, City Parks , Hydrants, trash collection/recycling

Admins (Legacy System) – Sewer & Drain Layer Permits – can export csv file

8. Page 28—It is mentioned that some documentation may be required before making an award: financial stability, technical expertise, experience, and other qualifications or abilities of a bidder. Are we to assume that the City is not asking for that information to be provided as part of the RFP submission requirements? *It is not required for the RFP submission but will be required when we narrow down to the short list.*
9. Is there an Asset Management solution in place currently? If, so what system?

The City currently utilizes the following asset management systems:

- *Cityview (License & Permitting)*
- *Intelligov (a web based system for work orders),*
- *VHB Road Manager for Pavement Management*
- *Ron Turley Associates (RTA) for Fleet Maintenance.*
- *ESRI GIS 10.03 - The City maintains an extensive Geographic Information System (GIS) mapping database. The ideal asset management would use GIS as a tool to efficiently develop strategies for maintenance and replacement of infrastructure.*
- *See question 7 for more detail*

10. Is there closed circuit television (CCTV) for Sanitary Sewer and Storm Sewer Systems? *Need more clarification*

11. Who has the City received demonstrations from in the past?

a. Cartegraph

12. What are the number of end users the City expects to be using this system? *Roughly 50*

13. What are the roles of each user? *TBD*

14. Are there any requirements for the vendor to be onsite for implementation? *Yes.*

15. Is there a need for input from the public, such as service requests? *Yes.*

16. Does the City want vendors to train all users or would the City prefer Train-the-trainer style training?

The City would prefer train-the-trainer style. Full training for administrators of the software and train-the-trainer for the end users.

17. Would the City consider a cloud solution? *Yes*

18. How many field/mobile users does the City expect to use the new system? *25 to 30 estimated*

19. What percentage of the City's assets already exist in the City's GIS? Describe. *75% – 85%*

20. Please list the average number of record types created each year for each of the following in the City's current system:

Year (2014) Number of tickets entered using Intelligov Work Order System

- *Work Orders – 9,051 total tickets*
 - Building Maintenance – 23*
 - Parks & Rec – 586*
 - Public Works Admin – 45*
 - Public Works Engineering – 13*
 - Solid Waste – 5,239*
 - Streets – 2,398*
 - Traffic – 556*
 - Wastewater – 165*
 - Transportation – 87*
 - Citizen Service Portal –*
 - *Online – Pothole – 45*
 - *Online – General Inquiry – 42*
 - *Online – Catch Basin Cleaning - 2*
 - *Online – Traffic Sign Problem – 11*
 - *Online – Trash Missed Pick Up – 3*

21. How many asset types will be tracked that do not, and will not, exist in the City's GIS? *Everything should be in GIS*

22. How many condition assessments does the City currently manage? How many preventive maintenance schedules does the City currently manage? *Need more clarification*

23. What standard reporting tools will be used in the new system (i.e., Crystal Reports, Oracle Reports, MS SQL Server Reporting)?
The City currently utilizes several reporting tools within the organization. These include Crystal Reports and SSRS. The City would prefer to utilize similar solutions going forward.

24. Does the City have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system? *Yes*

25. What is the anticipated budget for this project?
The City does not provide budget information for RFIs or RFPs.

26. Will there be a dedicated Project Manager(s), and if so, will the Project Manager(s) be from the City or an outside consultant? To whom will the Project Manager(s) report? How many dedicated City staff will be assigned to the duration of this system implementation and in what roles? *We will be looking to the vendor to bring in a dedicated PM and City staff SME's will be available as the schedule allows.*

27. If the end business solution is the same in a Cloud solution as a City-hosted solution, which would the City prefer and why?
Given analogous systems the City's preference would be based on a cost-value analysis. The City has no intrinsic preference for either a cloud or on-site solution. We would be interested in examples of how one would be better for future expansion over the other.

28. Is it important for the selected solution to be 508c compliant? *No.*

29. Is it important for the selected solution's web portal to offer multiple languages to its citizens? *No.*

30. Please elaborate on the City's desired uses of how the selected solution will interoperate with MS Outlook, Word, Access, Excel, etc.
Standard interoperability's to allow for exporting into specific MS formats (xls, xlsx, etc..), generation of calendar events (Meetings or appointments), use of mail merge documents for basic reporting (form letter generation).
31. What is workflow functionality?
Workflow functionality refers to a software solution that allows for the set-up, performance and monitoring of a defined sequence of tasks. Altogether referred to as "workflow". The solution should provide some set or combination of standard user interfaces and tools like dashboards and automatic email notifications.
32. What kind of devices will field crews use?
Field crews can be expected to use laptops, tablets, and smartphones. The City uses both Android and Apple devices. Field crews will also have access to mobile hotspots.
33. For your 50 users please break down by role.
Please quote us on 20, 30, 40 concurrent users.
- a. Full Time Users – Need access to the total system and all modules ie: Supervisor
 - b. Limited Use Users – Need access to only parts of the system. A maximum of 3 modules.
 - c. Requestors – Those City users that only need to request and view services.
 - d. Mobile – Those users that will need to access the system via a mobile device. Both connected Wi-Fi and disconnected Wi-Fi operation.
 - e. Spatial / GIS
34. Mobile
- a. For mobile users do they need to be Wi-Fi connected or the option to be Wi-Fi connected and then disconnected with sync when they get in the range of Wi-Fi? *We will look at the options and determine which has the best cost benefit to the City.*
35. Workflows
- a. How many automatic business process workflows and approvals for each are required with the new EAM?
Need more clarification
36. Citizen Request Website
- a. Is the Website existing or do we need to build it?
We have a Citizen Service Requests application on the City's website. <http://www.nashuanh.gov/>. When you access this application it brings you to Nashua's work order system (Intelligov). We would need to replace this functionality with the system.



- b. Do you want the service request information to flow one way or bi-directional?
It would be great if the citizen who put in a request has visibility to the status of the request so this should be bi-directional.

37. ESRI GIS application?

- a. How many feature classes do you need setup in the new EAM? *Not yet determined*
- b. Do you need the GIS data migrated to the new datasource? *Yes*
- c. If yes, what is the data source. *Wouldn't this be your system? Confused on this question.*

38. Do you want a quote on a non-City hosted ie: SaaS ? *Yes*

39. Page 17, Item 164 In our experience 35 concurrent users can accommodate a much higher number than 50 named users. Would it be possible for the City to provide a breakdown of the type of named user based on role e.g. maintenance worker, GIS, wastewater supervisor, plant operator, inspector etc.? *In Process*

40. Page 19, Item 198 The RFP does not specify what the City's IT standards are. Can the City share what the requirements are, or should vendors simply submit what their minimum recommendations are? *Vendors should submit what their supported configuration options are?*

41. RFP Submittal Spreadsheet, City-Hosted Tab There is a line item for Server Hardware Costs. Does the City intend to purchase hardware from the prime vendor, or will the City be purchasing hardware through a pre-negotiated contract (e.g. GSA) that allows for government agencies a better discounted rate? If including the Server Hardware Costs, should the prime vendor assume software minimum requirements? *City will provided the servers*

42. Page 1, Paragraph 1 For software licensing AND implementation services, should a cost be provided for only the Asset Management/Work Order system or are costs estimates required for Licensing and Permitting software and implementation services? *A cost should only be provided for the Asset management/Work Order system. Licensing and permitting is optional only if the vendor provides that solution.*

43. Page 1, Paragraph 1 & Page 4, Section C For software licensing AND implementation services, should a cost be provided for only the Asset Management/Work Order system or are costs estimates required for Facility Management services? *A cost should only be provided for the Asset management/Work Order system.*

44. Page 4, Section C, Item 1 Are the 'Facility Condition Assessment Services' part of this RFP response or are all Facility Management related services out of scope for this RFP as referenced in Page 1, Paragraph 1 when it is said that Facility Management System is going to part of another solicited proposal? *Facility Condition Assessment Service is optional and should only be quoted if the vendor has expertise in that area.*

45. Page 3, Wastewater Collection System Is there a desire is to create a strategy or plan for field data collection for Wastewater assets; e.g., Trimble device to collect GPS, etc.? If yes, Is the city seeking assistance with the field data collection efforts? *Yes.*

46. Page 3, Wastewater Collection System Is the City seeking assistance with the actual development of maintenance plans or procedures that would include frequency and maintenance procedure steps or simply making sure the proposed application has features and functions to handle the current Nashua procedures? *The City is simply making sure the proposed application has features and functions to handle the current Nashua procedures.*

47. Page 3, Stormwater Management System Could there be more clarification on “develop maintenance schedule”? Is the City seeking assistance with the actual development of maintenance procedures simply making sure the proposed application has features and functions to handle the current Nashua procedures? *The City is simply making sure the proposed application has features and functions to handle the current Nashua procedures.*
48. Page 21, Item 212, 213, 214, 216 Is it correct to assume the City will have Subject Matter Expert’s (SMEs) for each of these systems mentioned to ‘integrate’ to? *Yes*
49. Page 21, System Integration Section Is there a standard Enterprise Service Bus (ESB) or middle ware the City uses today for other system integrations and should it be assumed this technology would be used for the integrations outlined in the proposal? *No*
50. Page 23, Item 249 Can you please provide clarification on what it means to, ‘Work directly with the other software vendors to complete required integrations. *Single ‘general contractor’ relationship required’.* If external vendor and/or SME are needed to complete required integrations on existing Nashua IT system (eg. Lawson), then is the expectation that the cost of that resource is covered under this proposal? *The City’s IT staff will work directly with the other software vendors to complete required integrations.*
51. Page 24, Item 255, 256, 257, 258 Would it be correct to assume that the City has IT resources on staff and will support vendor(s) in these infrastructure activities, including the technical SME who will support the installation within the City’s current infrastructure and will support the overall project? *Yes*

52. We reviewed the capital budget for FY 2015 and noticed \$100,000 allocated for this project. Is this the total budget allocated for this project? If not, can you give us a range of budget for this project? *That money is not for this project.*

53. The Request for Proposal states the following:

The successful vendor will provide services for an Enterprise Asset Management / Work Order System Including but not limited to, all necessary management, training, and documentation. The scope of work for the Asset Management Program includes assistance with identifying public works industry best practices, evaluating existing Asset Management Procedures, and developing Asset Management policies. The vendor shall demonstrate how each subject area described in the scope of services section below will be considered in developing a recommended asset management program.

54. Is the development of Asset Management Procedures and Policies for each department to be included in our scope and fee submission? *No*

55. Does the City currently have any Asset Management procedures and policies started that can be shared with the vendors? *No*